



**Department of Administration**  
*Division of Energy*  
**Public Service Commission of  
Wisconsin**



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**DOA and PSC Urge Utility Customers to Seek  
Assistance Before Heating Season Begins**

MADISON – The Department of Administration's (DOA) Division of Energy and the Public Service Commission of Wisconsin (PSC) are urging customers to contact their local utility if their heat is currently disconnected. The agencies are also encouraging residents to take advantage of energy-efficiency programs and the state's low-income bill payment assistance programs to reduce the burden of their utility bills this winter.

Wisconsin law states that consumers cannot be disconnected during the heating moratorium period from November 1 to April 15, if they are connected at the start of the moratorium. Customers who are currently disconnected must make arrangements with their local utility to pay outstanding bills in order to have their service restored. If a consumer has not made an arrangement to pay an outstanding bill, the utility is not required to provide heat until a payment schedule has been established.

Consumers who need to schedule a payment agreement should call their local utility. The phone numbers for the largest utilities in Wisconsin are listed below. If a customer cannot reach an agreement with their utility, they may contact the PSC at 608-266-2001 or 1-800-225-7729.

Alliant Energy, 1-800-862-6222

Madison Gas & Electric, 608-252-7144

Superior Water, Light & Power, 715-395-6201

We Energies 800-842-4565

Wisconsin Public Service, 800-450-7260

Xcel Energy, 800-895-4999

To help customers pay their heat or electric bills this winter, Governor Jim Doyle developed Wisconsin's Energy Help Initiative. This comprehensive plan provides a one-stop-shop for information on all of the state's energy assistance programs, ways to trim energy bills by reducing energy consumption and other energy-related programs throughout the state.

**Consumers who need help paying their heating bills can request assistance through Governor Doyle's Energy Help Initiative at 1-800-522-3014 or <http://energyhelp.wi.gov>.**

(MORE)

In addition to his Energy Help Initiative, Governor Doyle has also called on Focus on Energy, the state's energy-efficiency program, to help customers make simple changes around the home so they can stay warm and comfortable this winter without spending more on their utility bills.

One way Focus on Energy helps consumers reduce their energy use is by providing home energy audits. Energy audits are important because they help consumers identify ways to make their homes more efficient, which reduces their utility bills reducing energy demand. Customers may also be eligible for cash rebates if they implement the recommendations from the audit.

**For more information about Wisconsin's Focus on Energy programs, please call 1-800-762-7077 or visit <http://focusonenergy.com>.**

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